

Fig. 1

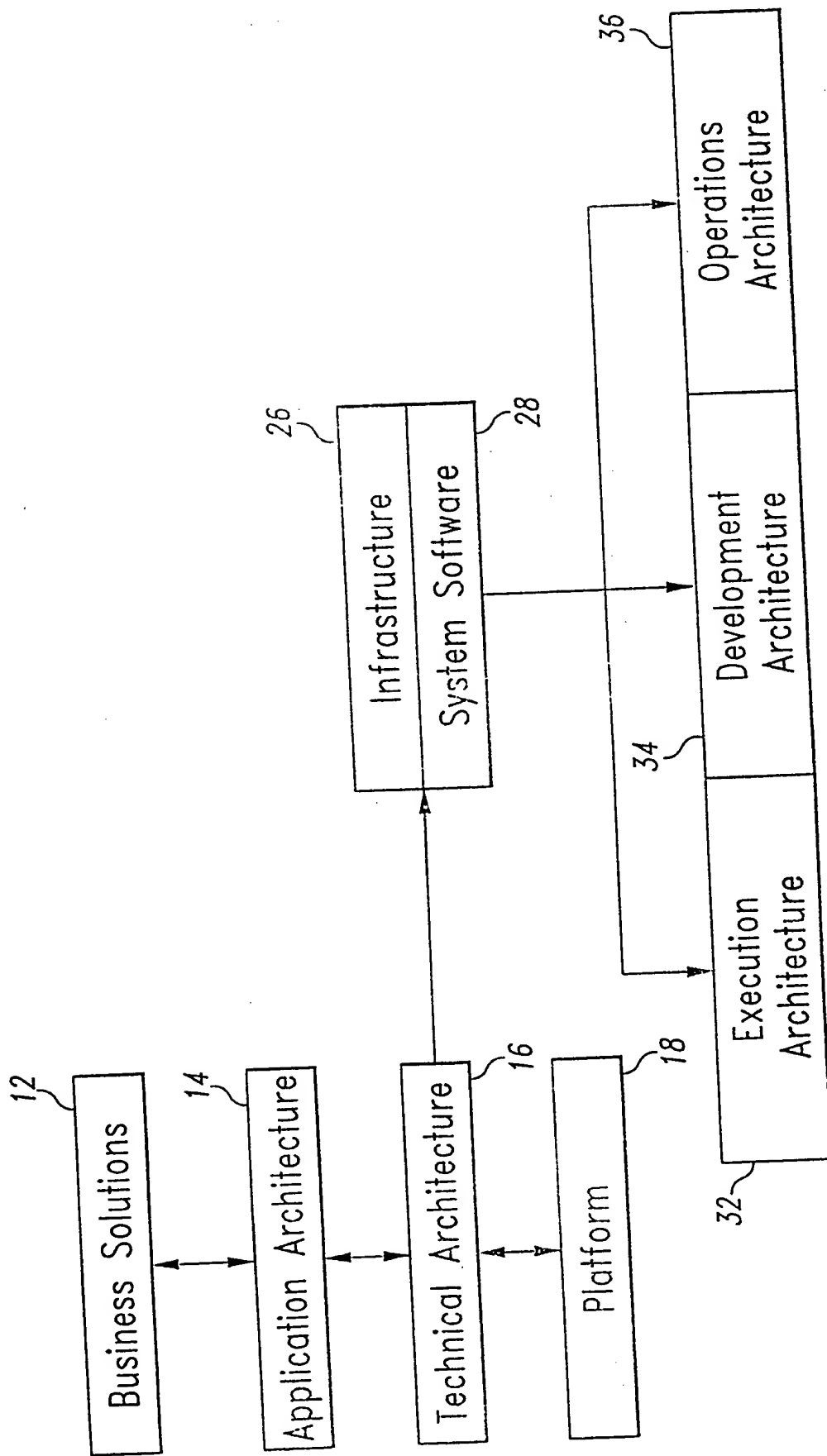


Fig. 2

34

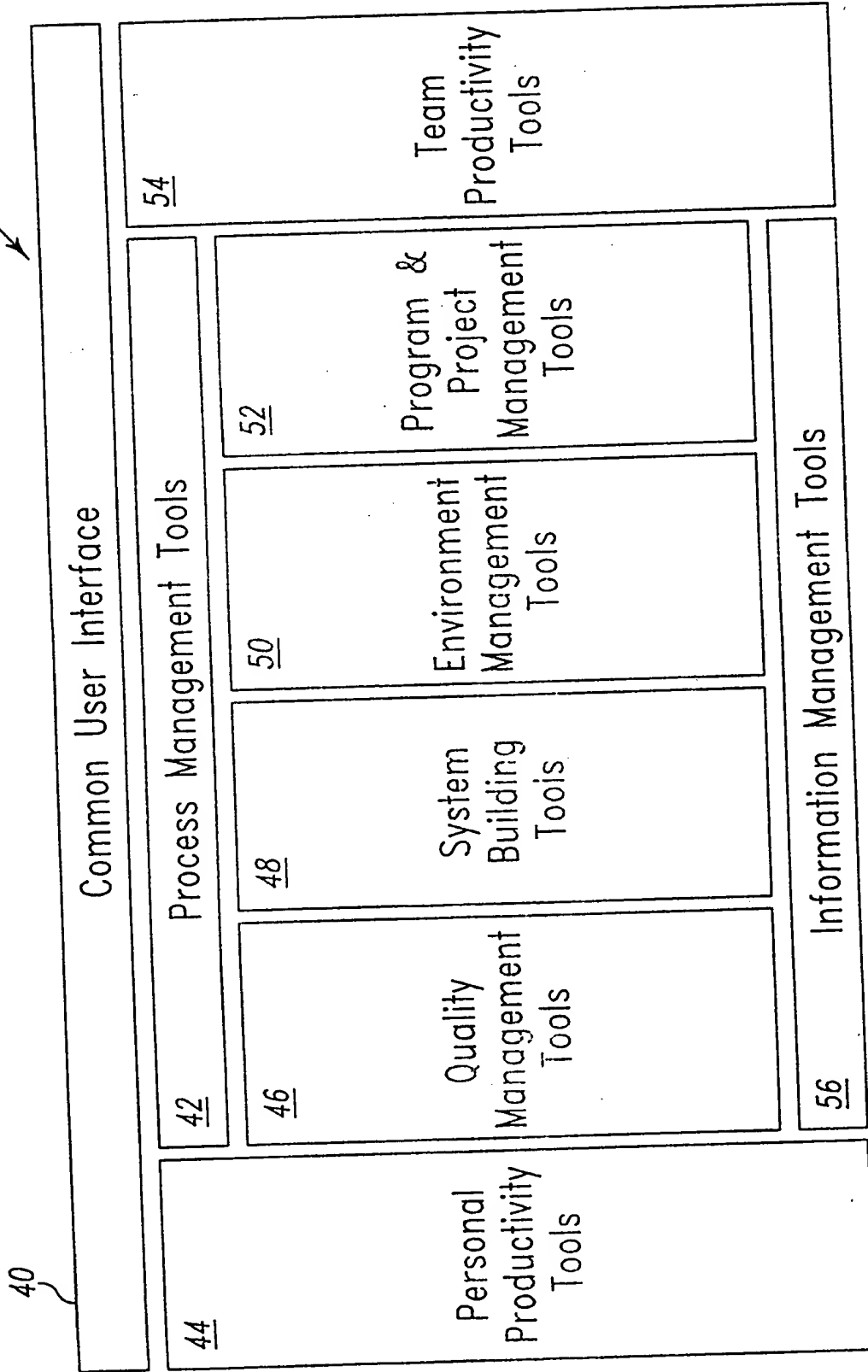
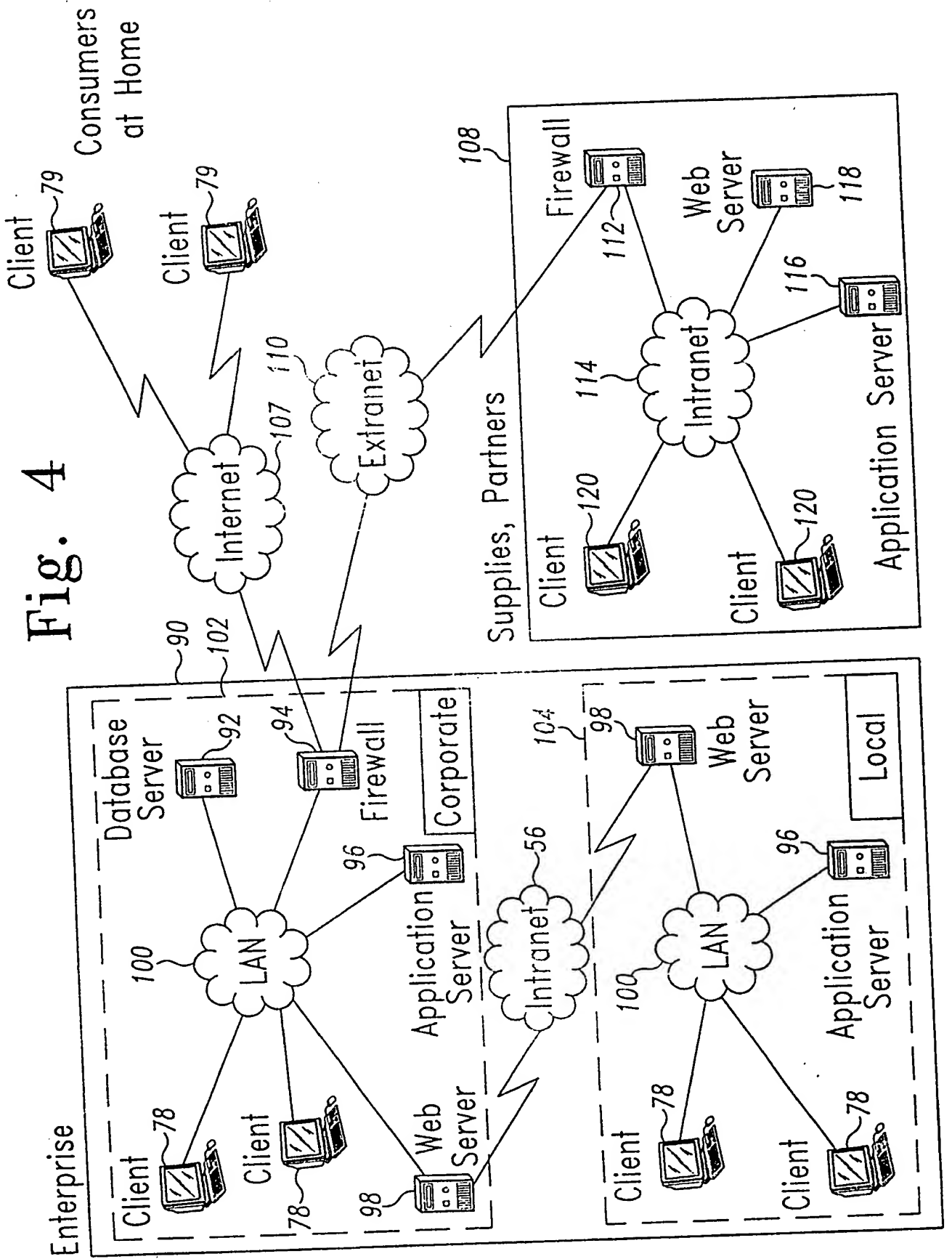


Fig. 3



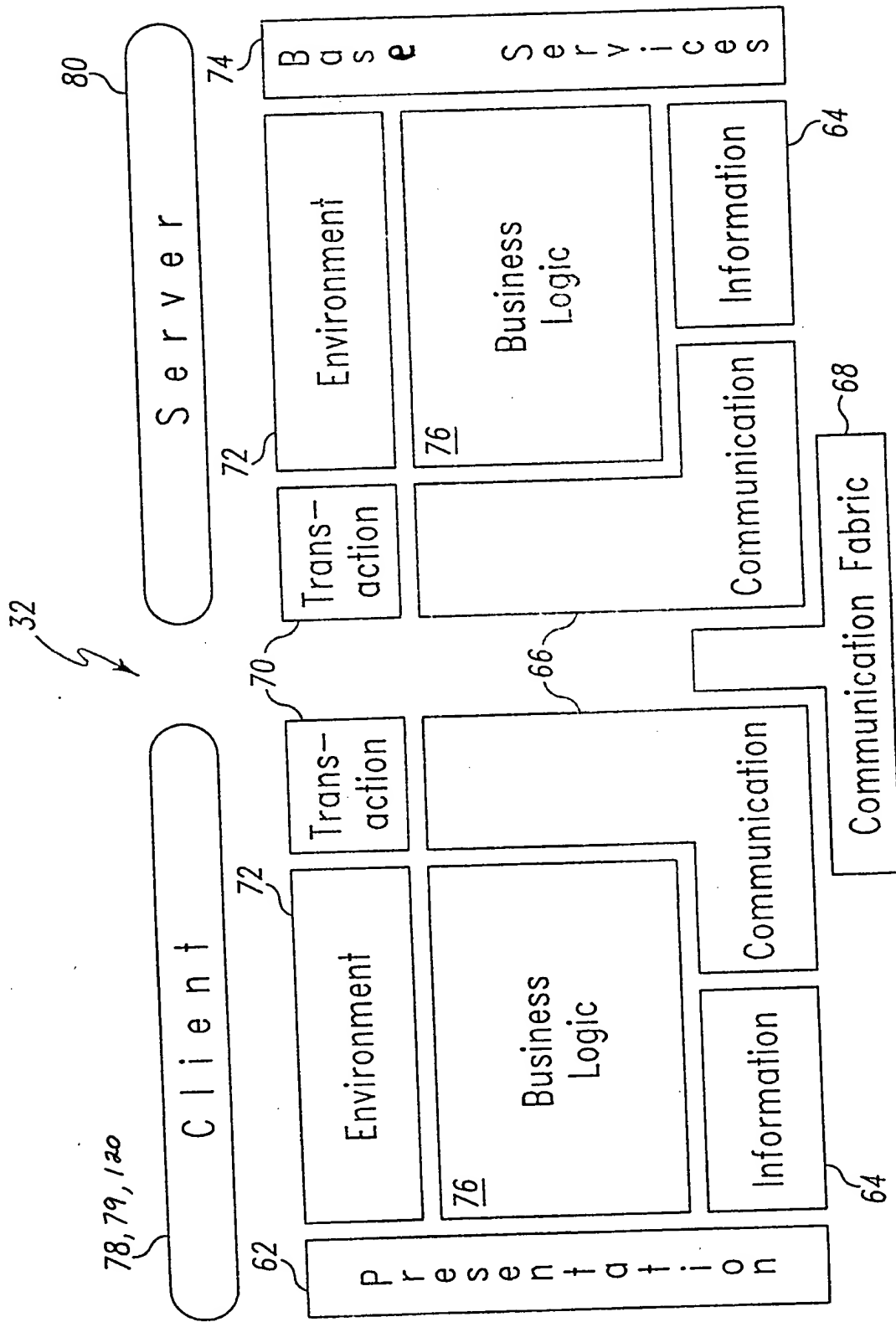


Fig. 5

62

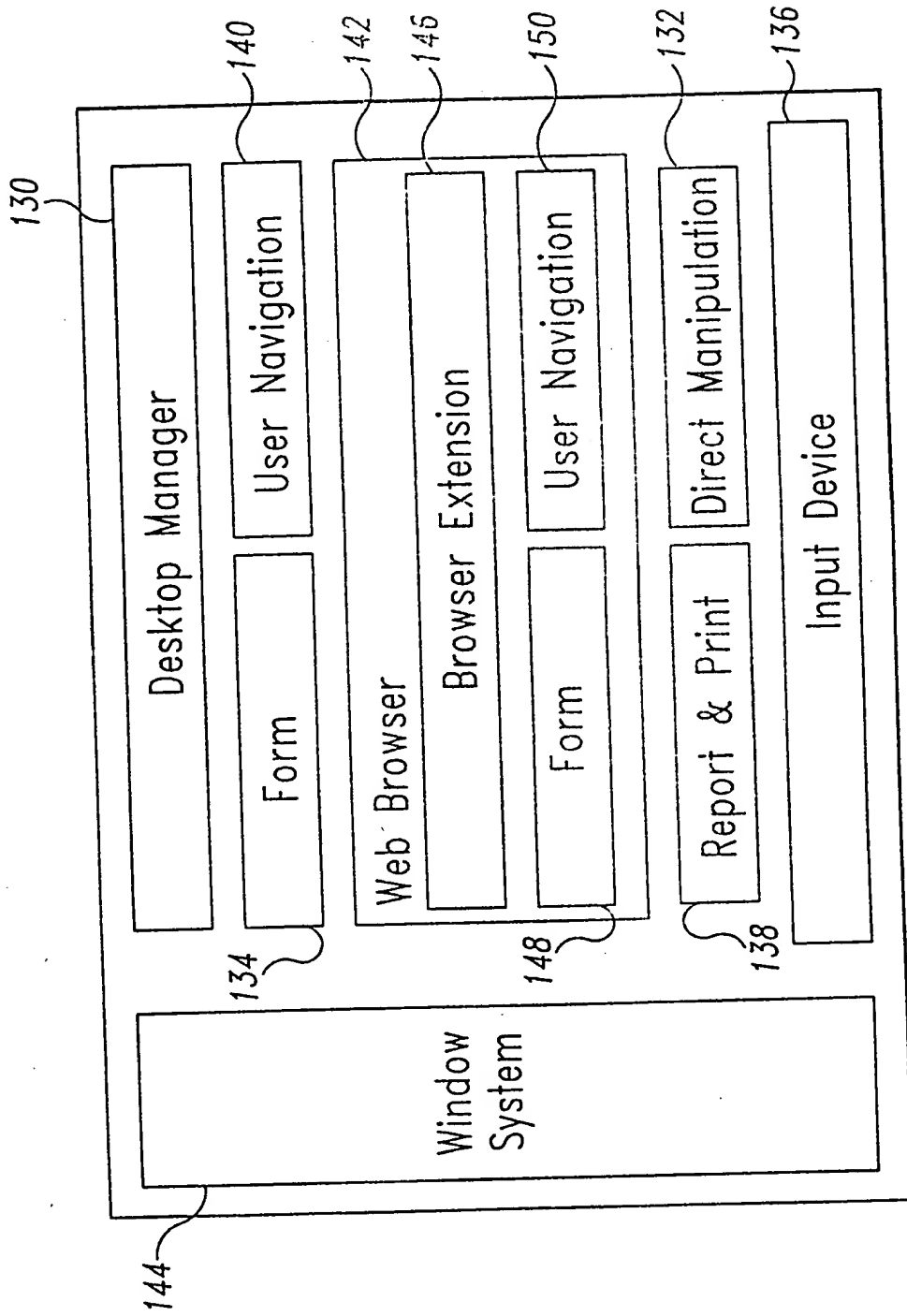


Fig. 6

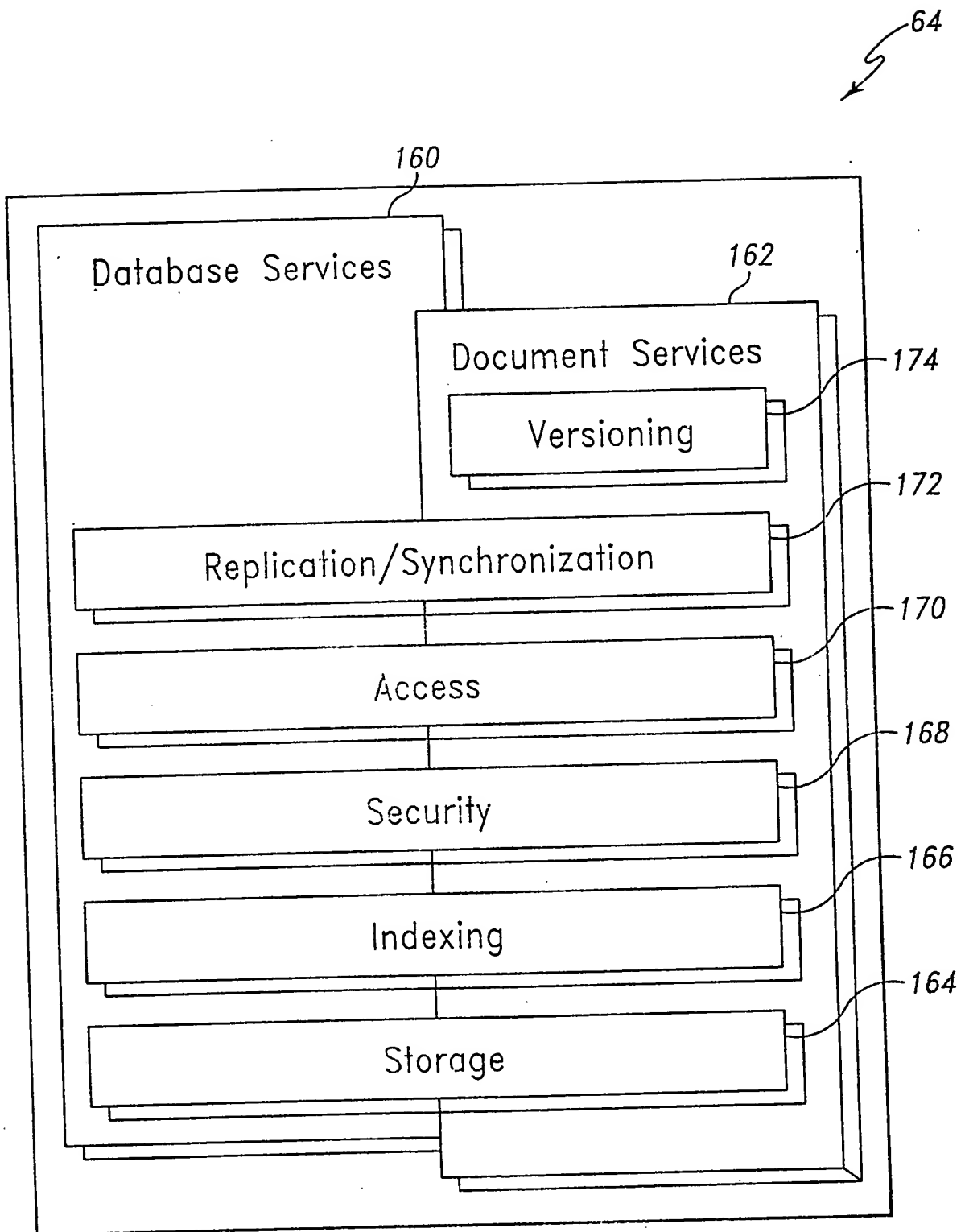


Fig. 7

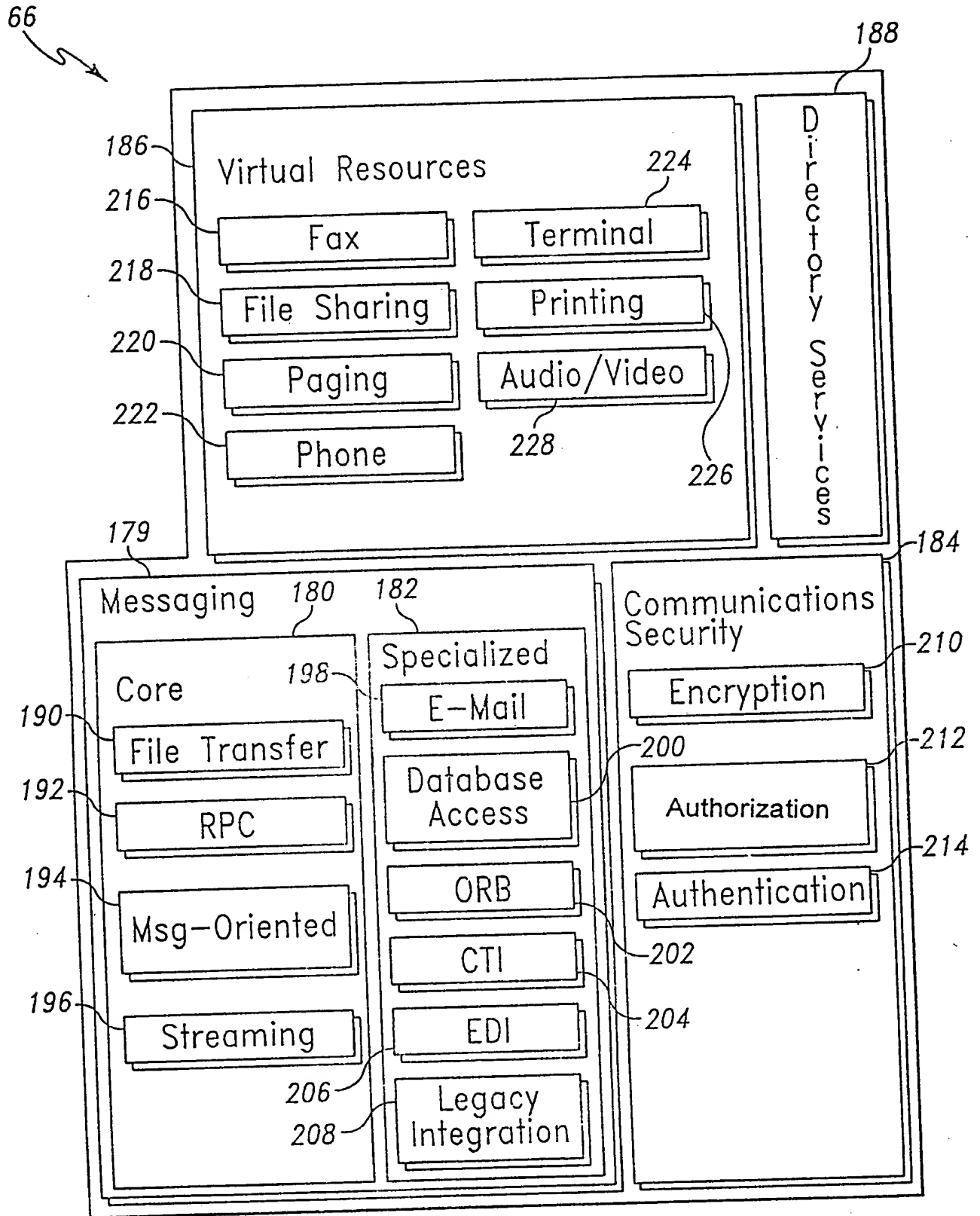


Fig. 8

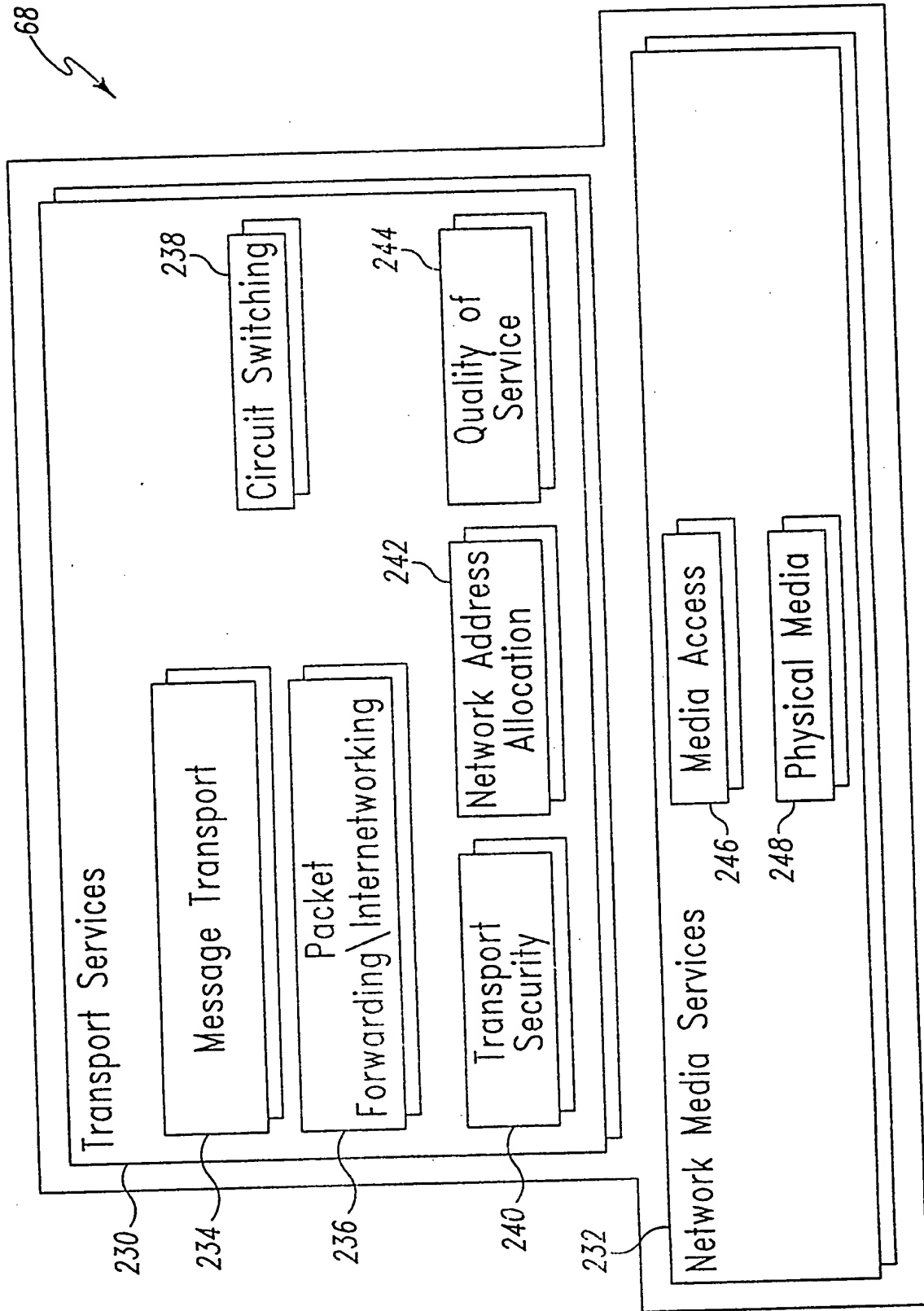


Fig. 9

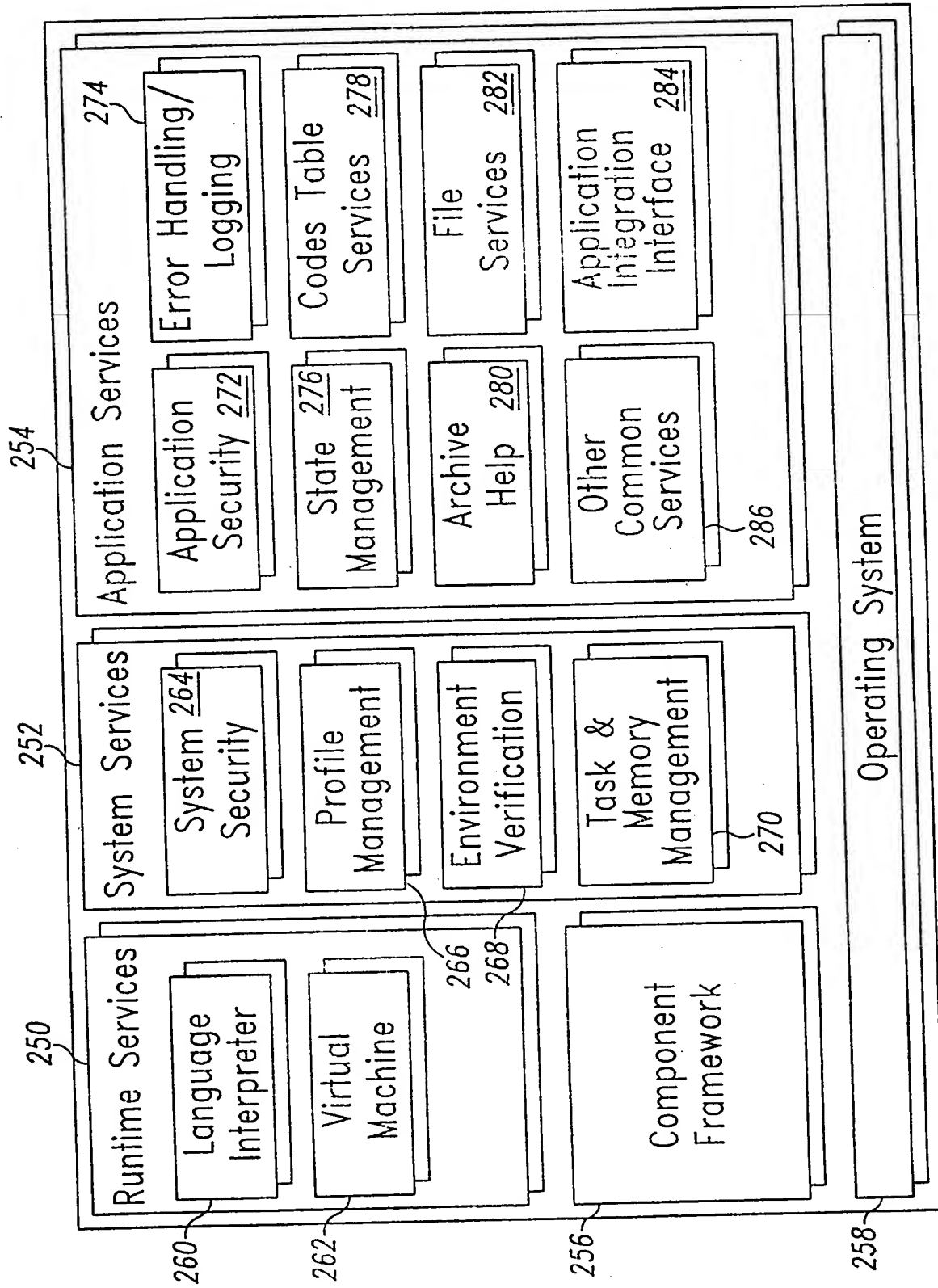


Fig. 10

72

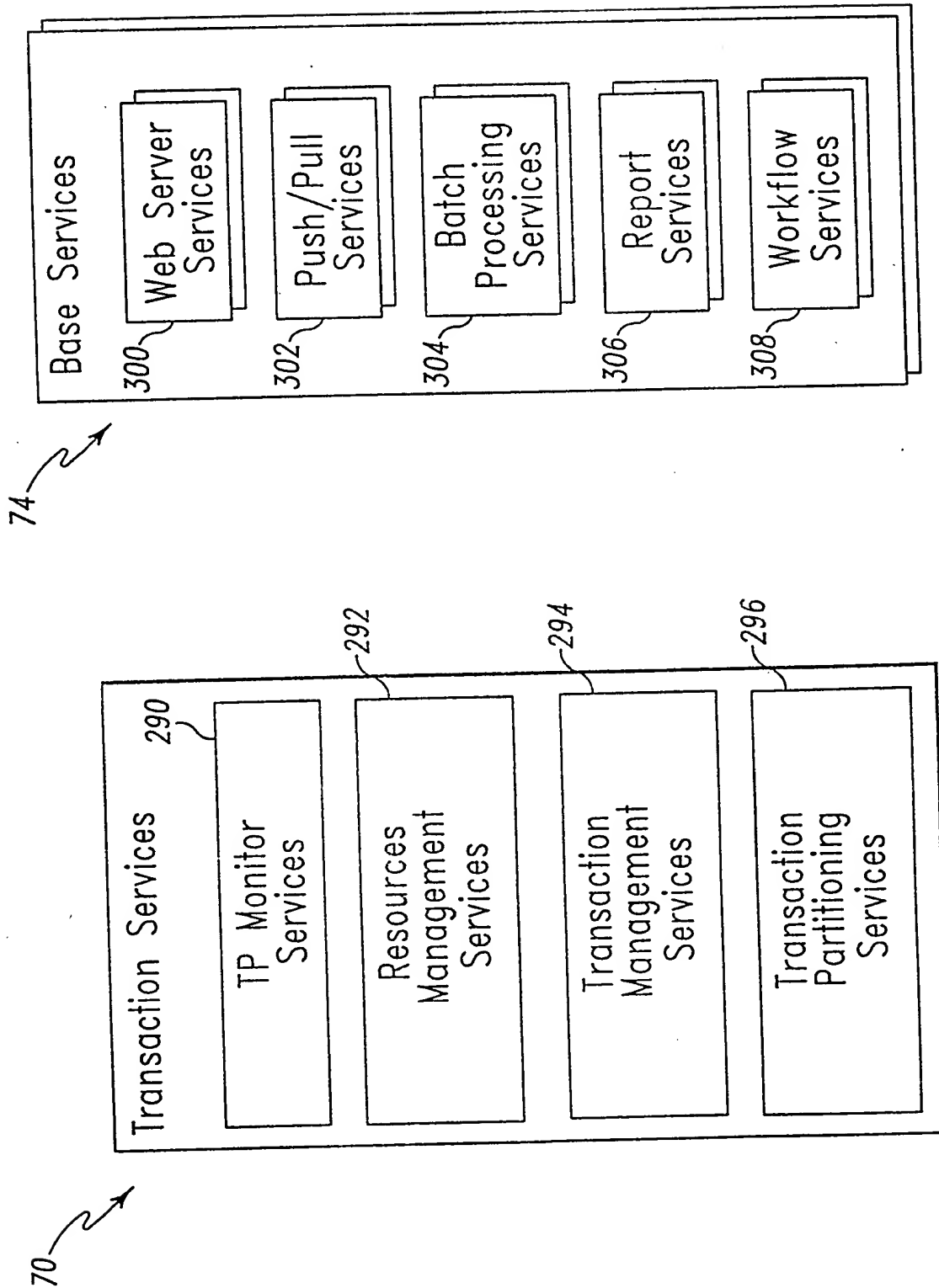


Fig. 11

Fig. 12

76 →

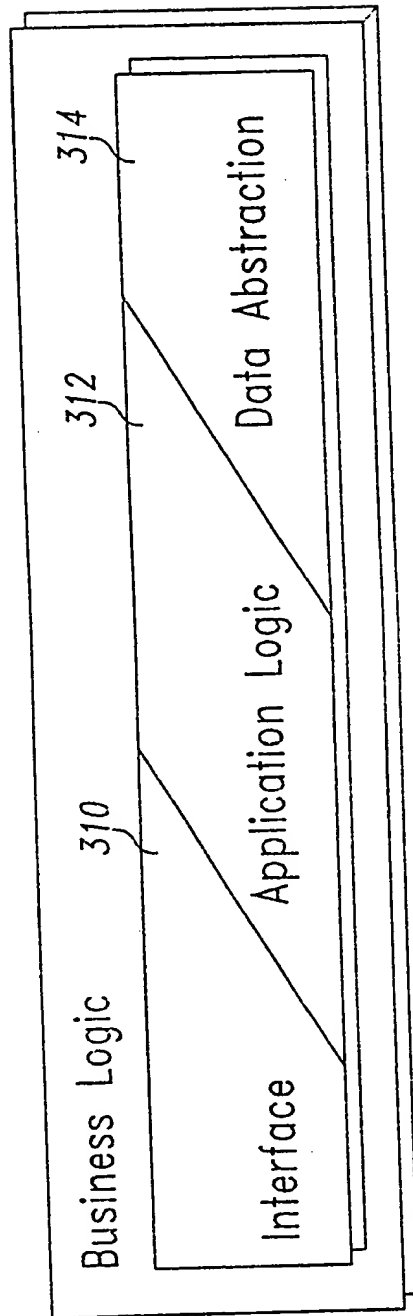


Fig. 13

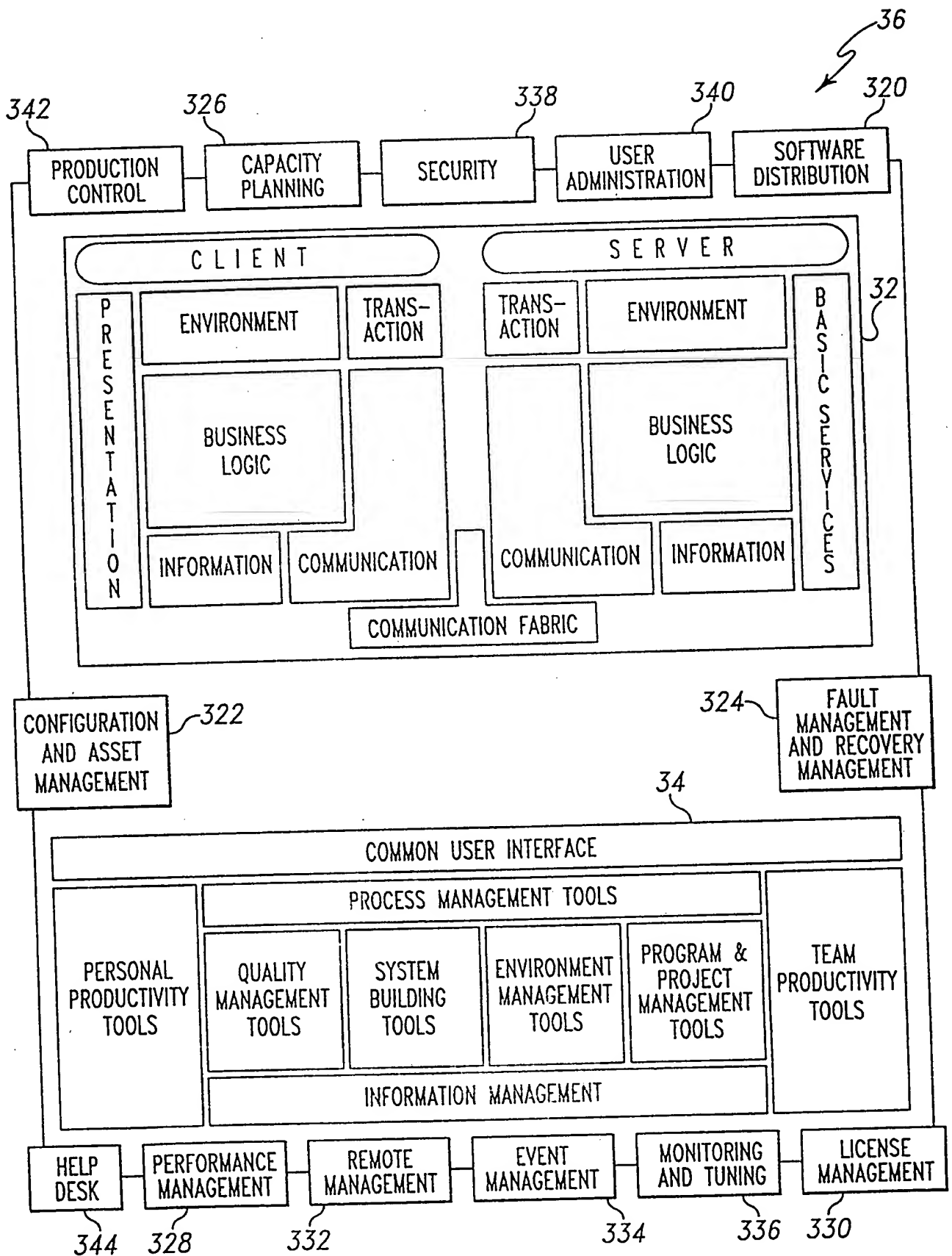


Fig. 14

Downloaded from www.scribd.com

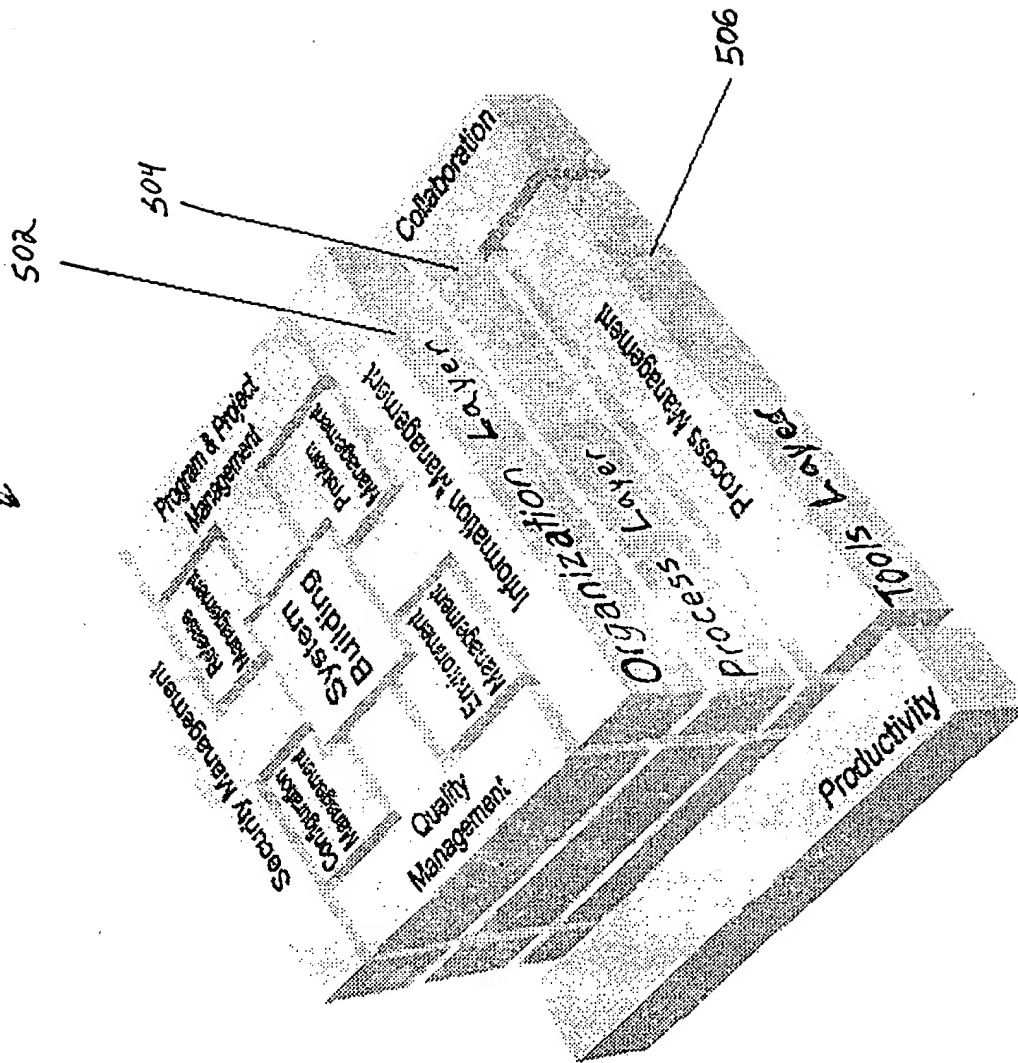


Fig. 15

00706042-1103000

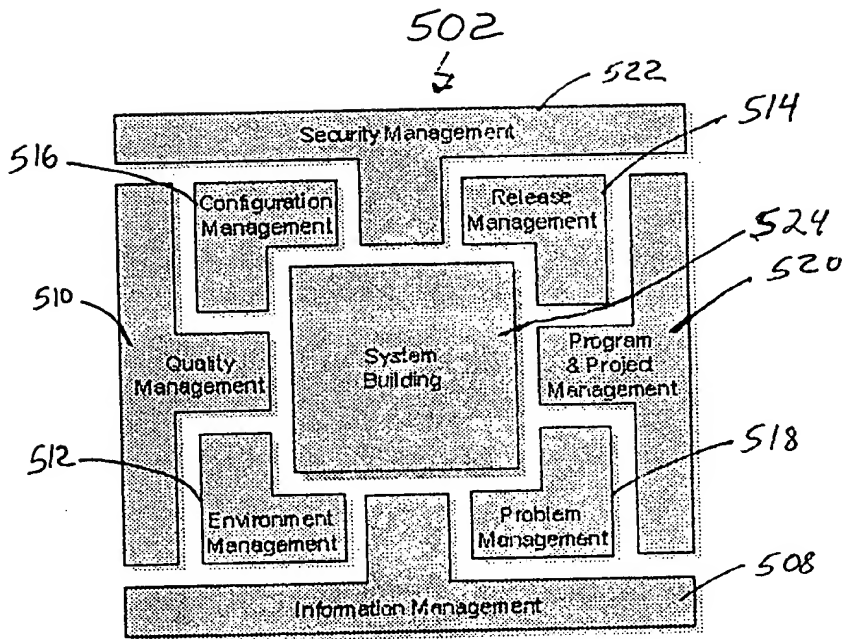


Fig. 16

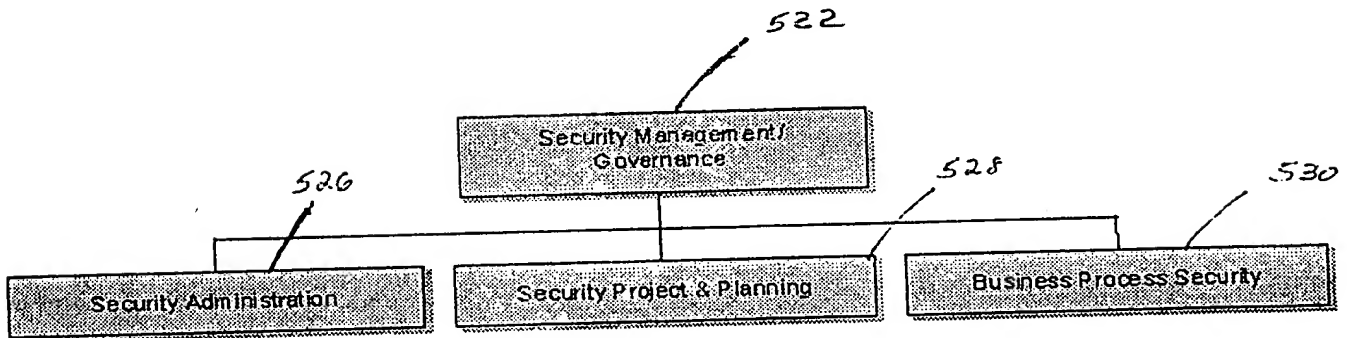


Fig. 17

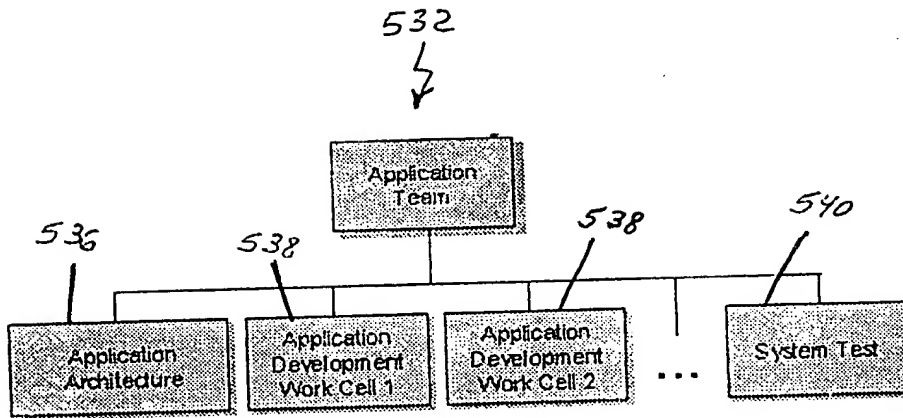


Fig. 18

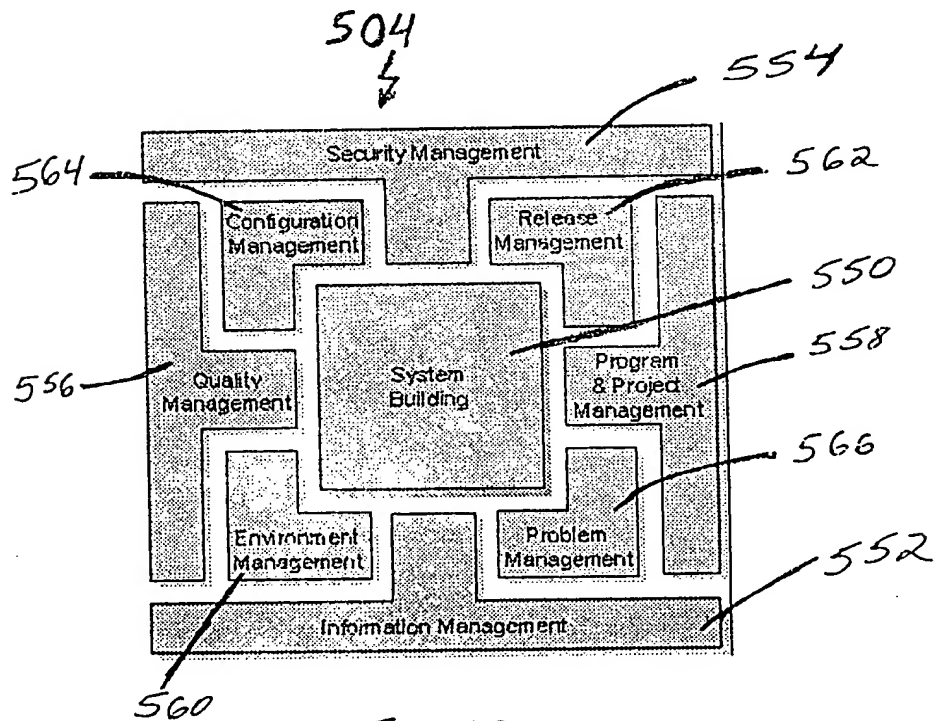


Fig. 19

00706042-110300

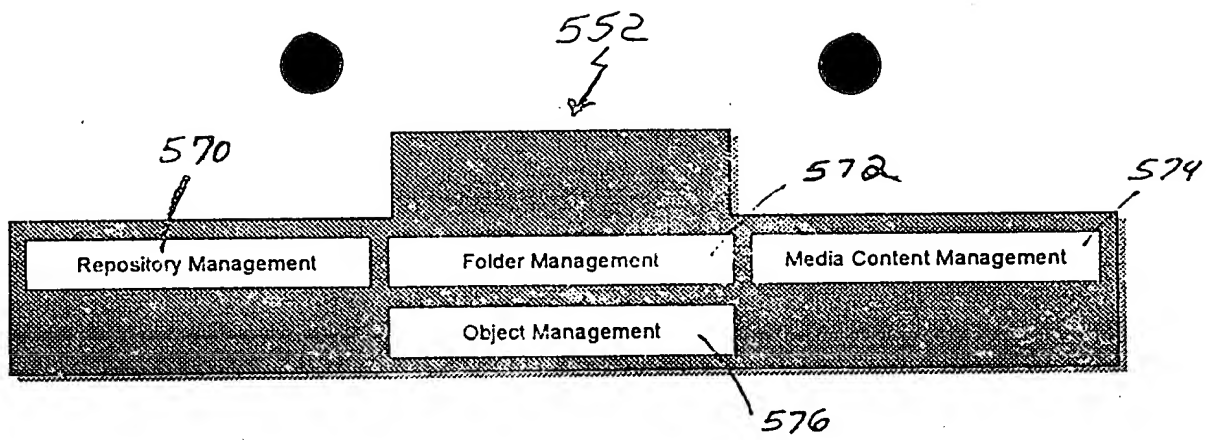


Fig. 20

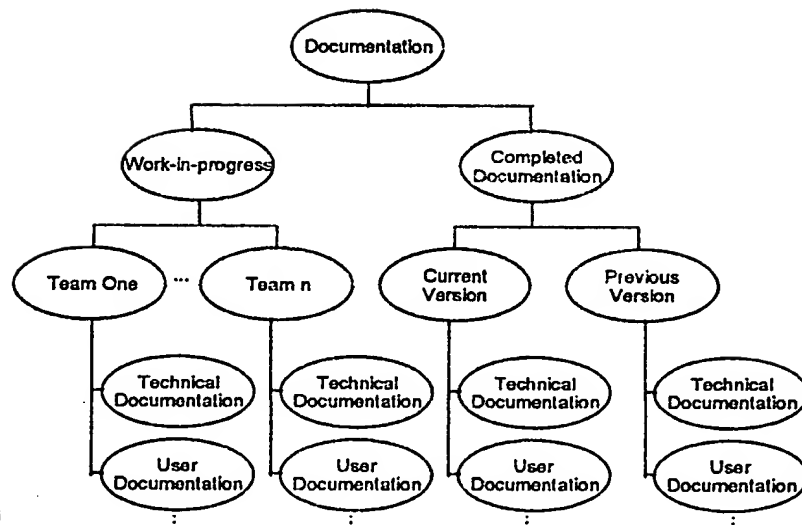


Fig. 21

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Service Management 586

Systems Management 584

Service Planning 582

Managing Change 580

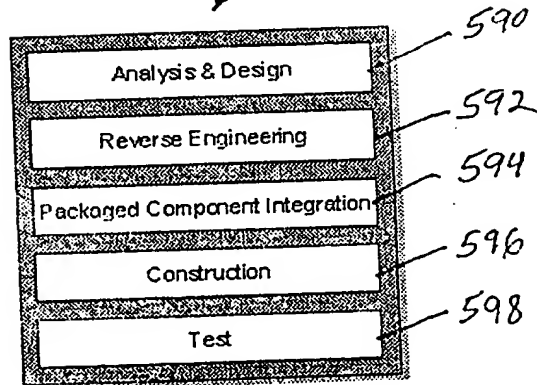
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Fig. 23

620

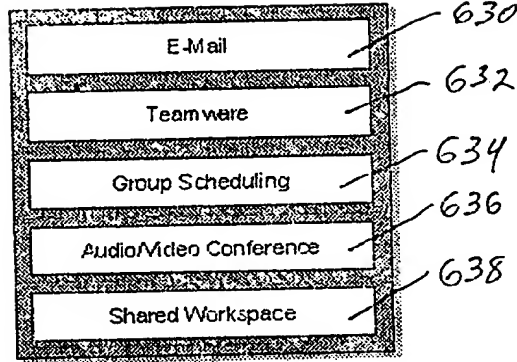


Fig. 25

602

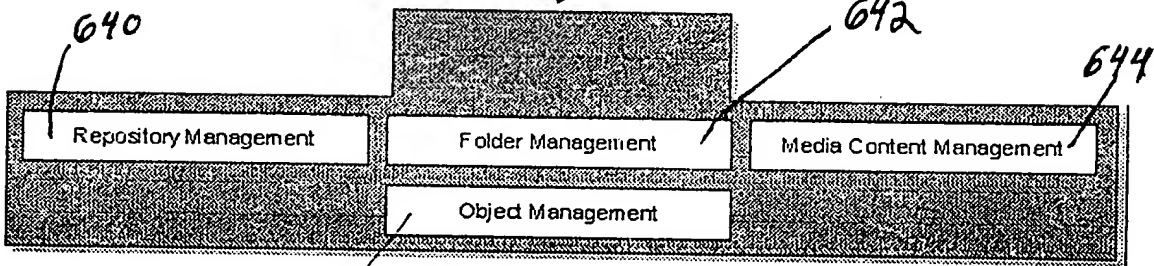
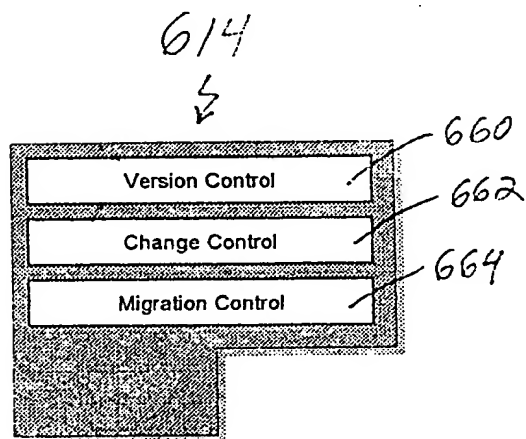
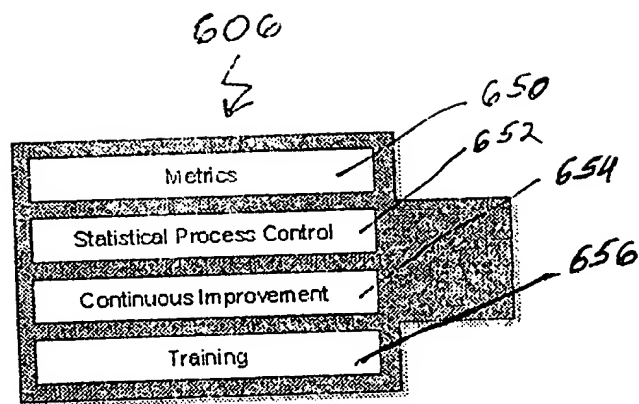


Fig. 26



610
↓

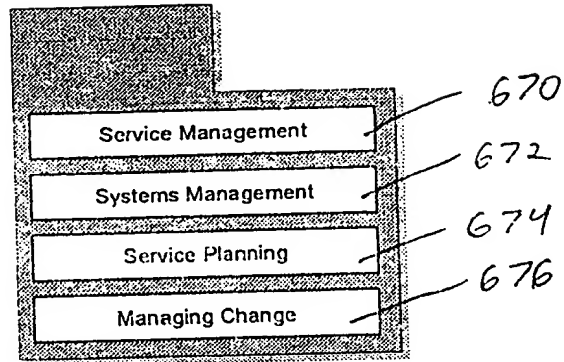


Fig. 29

672
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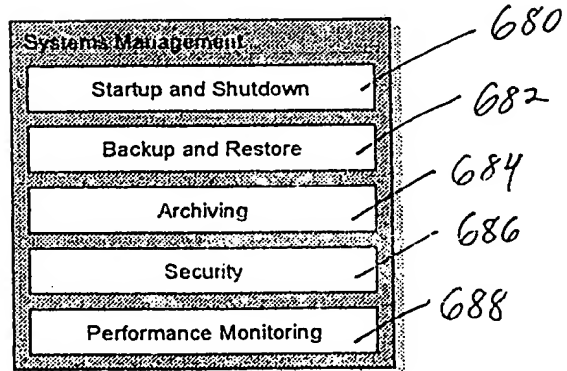


Fig. 30

600
↓

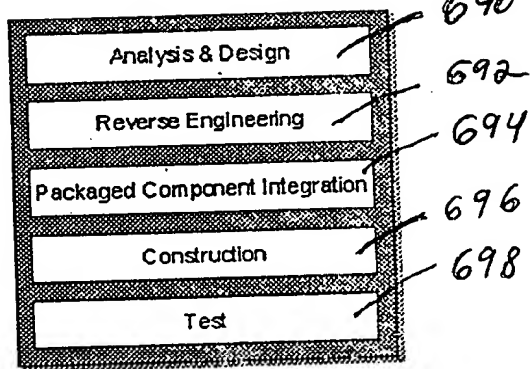


Fig. 31

690
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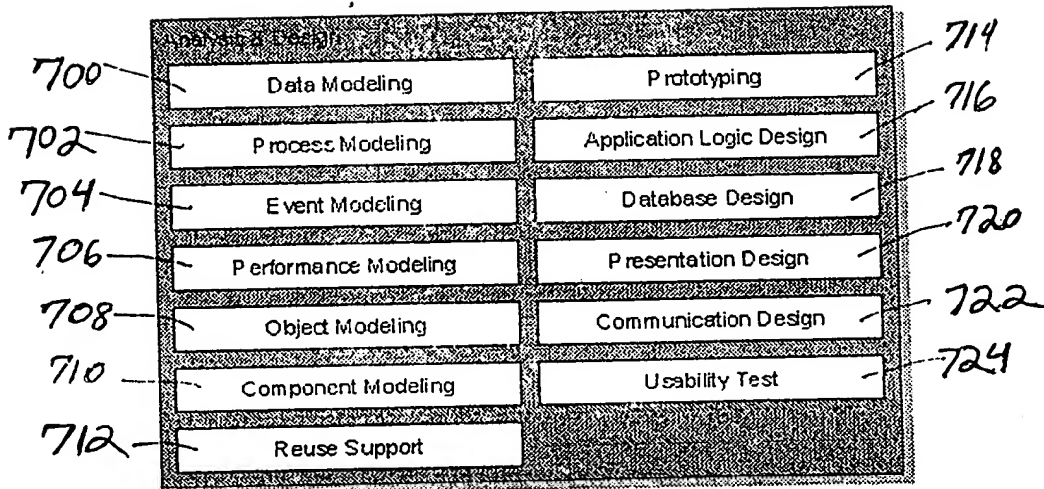
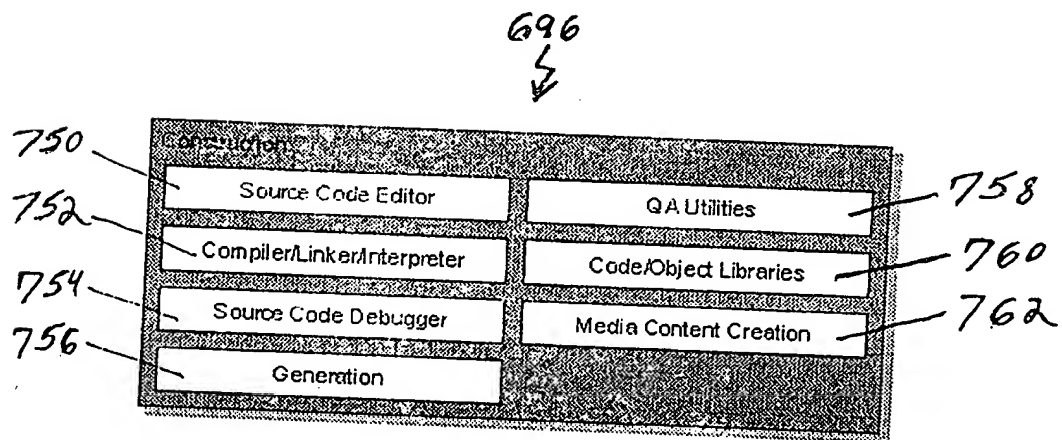
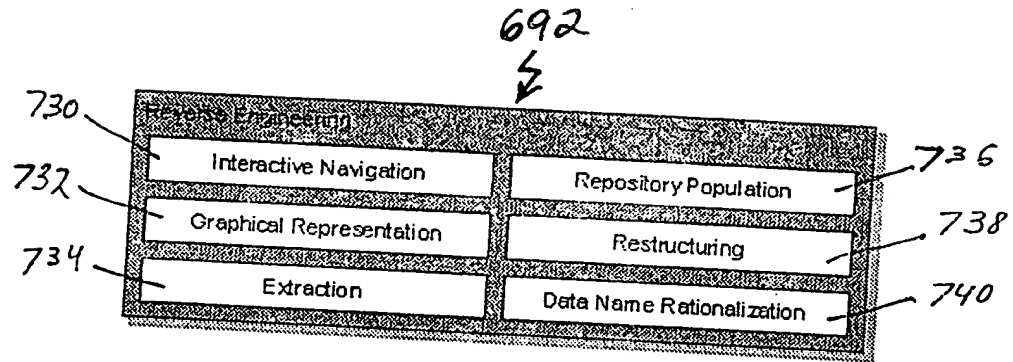


Fig. 32



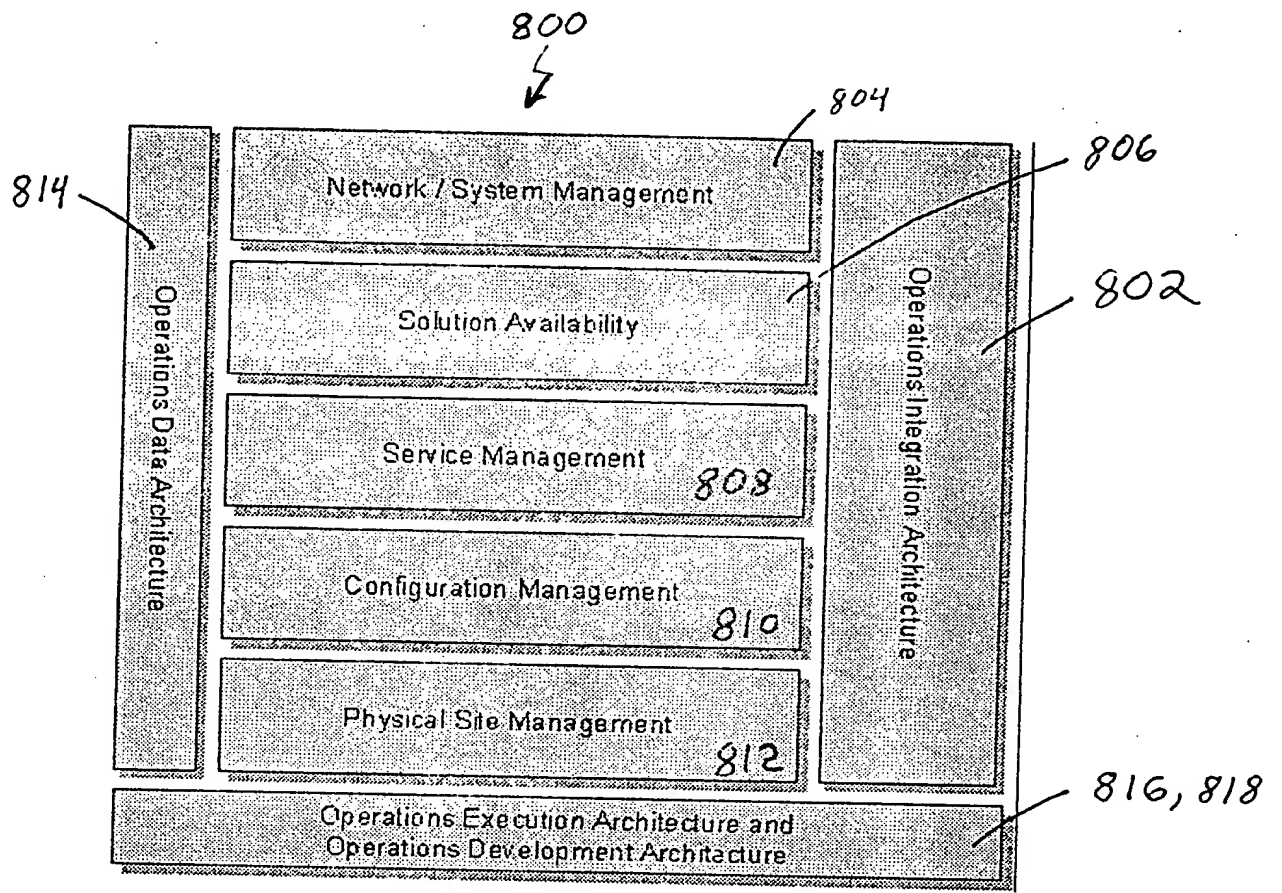


Fig. 36

00706012-440300

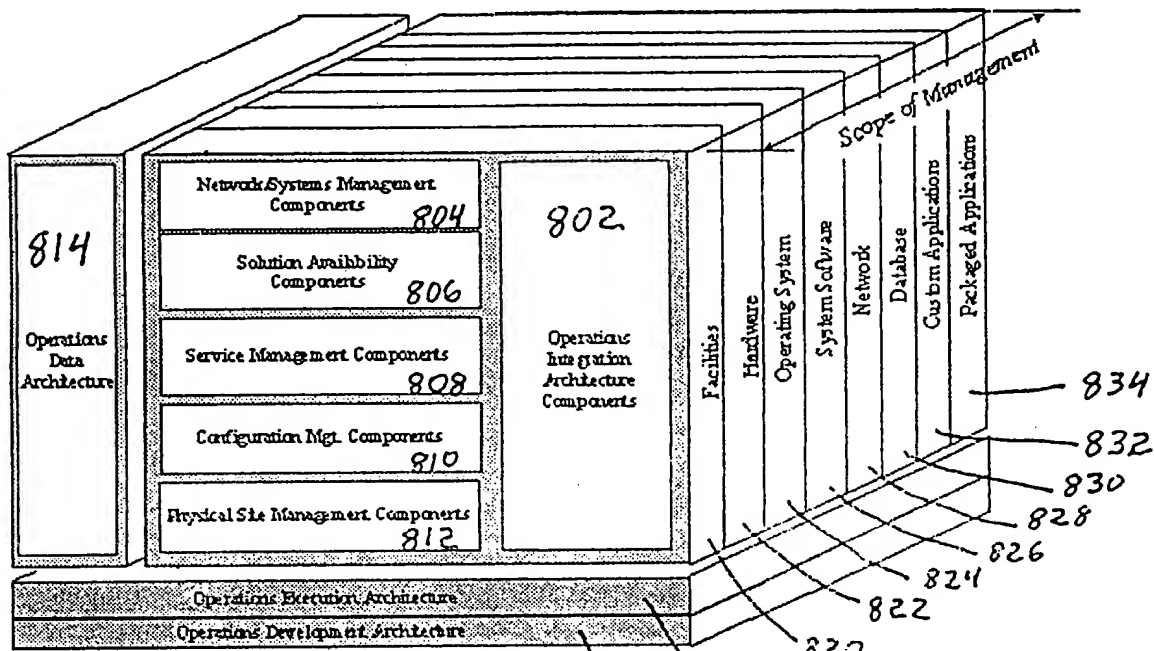


Fig. 37

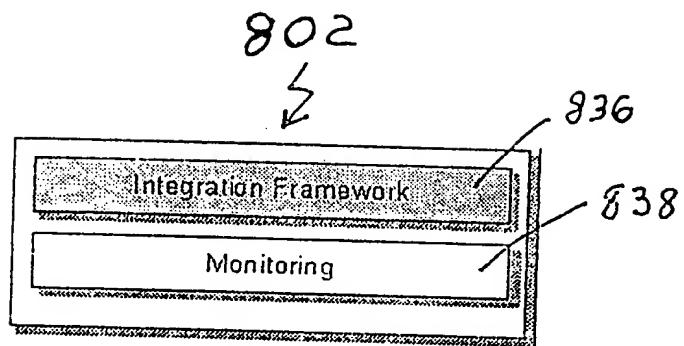


Fig. 38

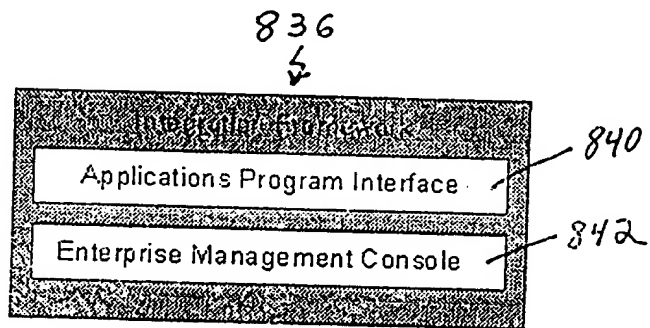


Fig. 39

4

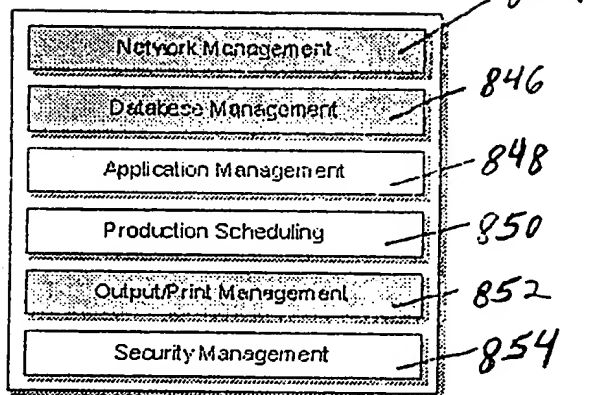


Fig. 40

852

2

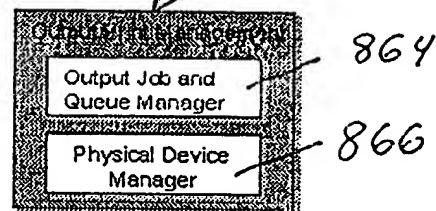


Fig. 43

844

4

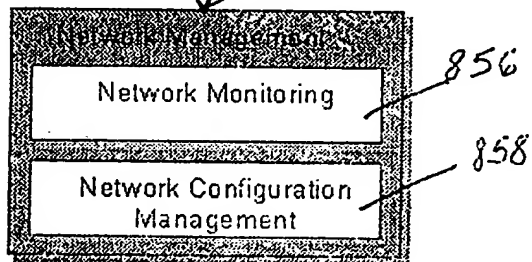


Fig. 41

846

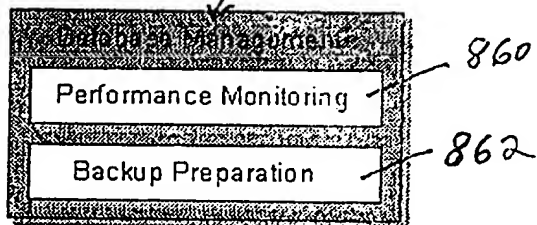


Fig. 42

↓

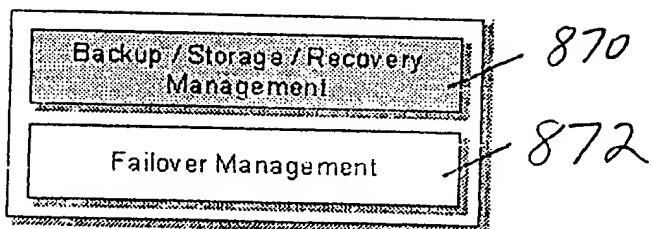


Fig. 44

7

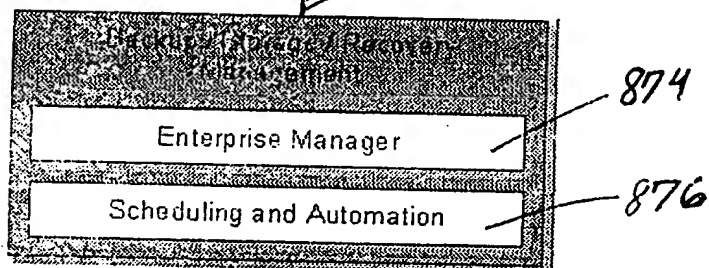


Fig. 45

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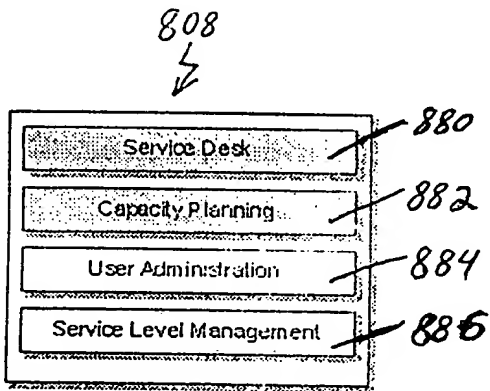


Fig. 46

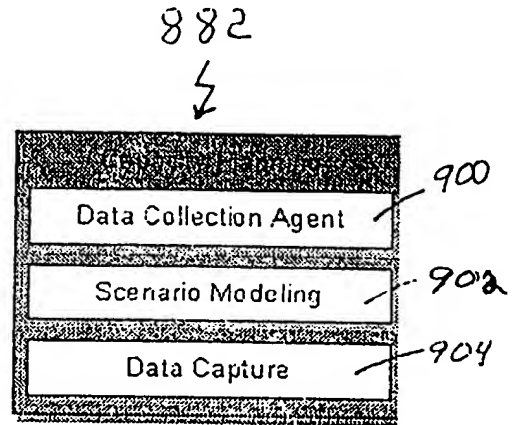


Fig. 48

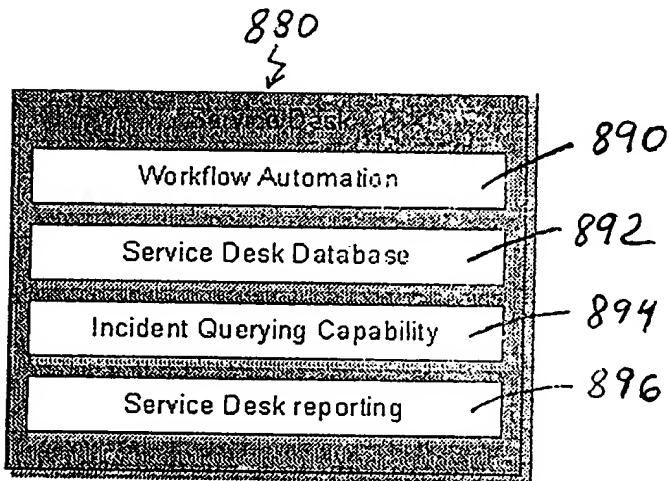


Fig. 47

0000044260

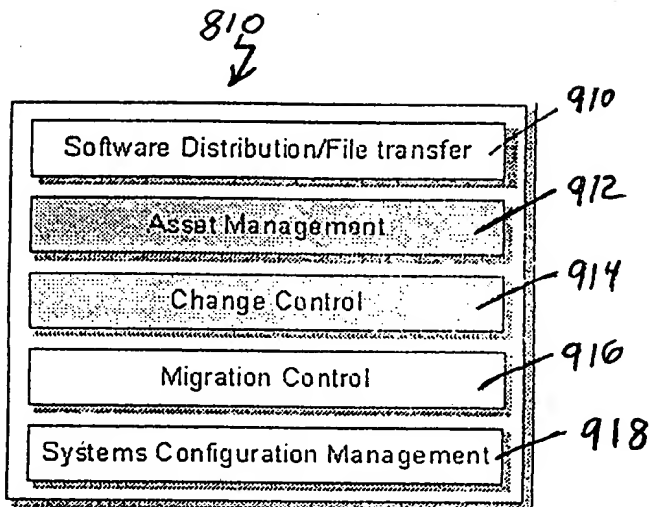


Fig. 49

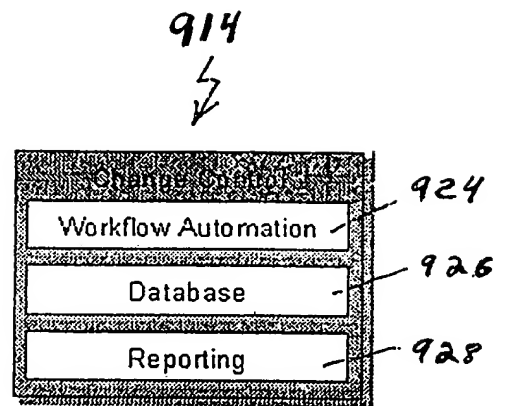


Fig. 51

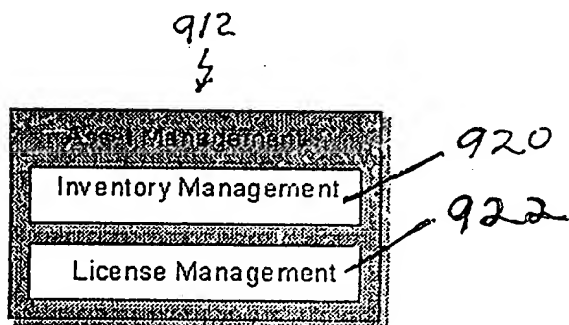


Fig. 50

4

